TALE LITE

Motor Vehicles makes history in downtown Trenton

The Great Move finally happened!

After four years of planning and building, **The Great Move** of about 1,200 Motor Vehicle Services employees happened. From October through December, employees vacated old buildings in Quakerbridge and downtown Trenton to occupy the division's sparkling central headquarters at 225 East State Street.

"It took a team effort to complete the entire move," said Skip Lee, MVS Director.

That's what made the move great -- MVS employees pulling together to move while continuing to serve the public at the same time. Normally, a physical move of computers, files, supplies and 1,200 employees from five buildings into one large facility would mean chaos. But the move done by MVS can only be described as **S M O O T H.**

"Shifting operations from across the street and Hamilton Township was no small undertaking, considering all the people involved. We had a variety of complex equipment that had to be uprooted and quickly reinstalled each weekend, so day-to-day business operations could continue without a major interruption," Information Systems and Management Acting Assistant Director Jeanne Paulsen said.

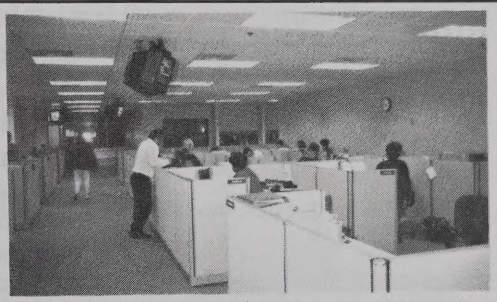
But smooth was the word for the Telephone Center move from Quakerbridge back to downtown Trenton on Monday after Thanksgiving. The move was organized so the 15,000 calls they get daily could get through.

Manager Lois Rishko and her staff of 175 people started packing and disconnecting telephone lines and computers on Wednesday, November 25.

The furniture movers arrived Friday at 8 a.m. Then, the ROLM systems people disconnected the main switch for the telephones. "The service was hardly interrupted because we went on phone mail," said Lois. "Everything went super!"

Yes, but it was a lot of work, too. "Elaine Blake, Eileen Bernhard, Gloria Norman and I worked late Wednesday night, all day Friday until 10 p.m., and from 9 a.m. to 7 p.m. on Saturday. Other supervisors came in on Saturday to prepare the workstations with name tags so the employees would know where to go when they came in," Lois stated. And they did. The following Monday the Telephone Center was in full operation on the east wing of the second floor. And what does Lois say about coming back downtown? "Happy to be back! Makes communicating a lot easier!"

Special kudos go to Maggie Dorato from Department of Treasury for her tireless efforts coordinating this multi-faceted telephone layout and conversion process. Maggie's expert guidance covered everything from moving a single set instrument through the complexities of the Telephone Center's move. Her help and talents made this part of the transition, although hair-raising at times, appear almost effortless.



MVS Telephone Center handles 3.7 million calls per year.

Another successful move in the IS&M group was the Imaging Systems Center, managed by Joe Polizzi. After extensively planning and coordinating the move, the microfilm and computer systems operations and equipment were dismantled, moved, installed, tested and functionally validated on the Columbus Day holiday weekend.

According to Joe, this involved " . . . establishing the operational connectivity and communications of two computer

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Motor Vehicle Services

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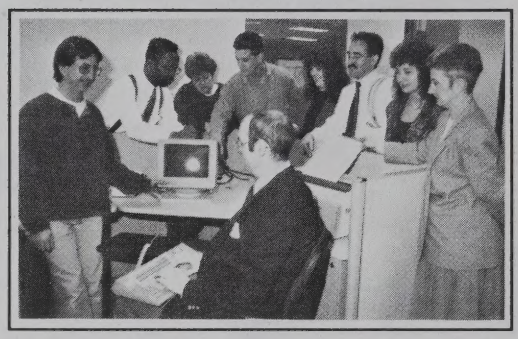
rooms within the ISC, various telecommunications rooms and various worksite locations, with four microfilming and computer operating systems: CARS, REI, KODAK (IMAGELINK), and DBC COMPUTER."

Joe says "Thanks" to his staff, particularly Marty Haas, who worked diligently many hours during the transition period.

Dolly Brett and Mary Limone coordinated the move and hookup of all systems operations equipment for users of the Comprehensive, Honeywell/Bull, UNISYS, REI, Kodak and Digital systems. They agree with Joe. "This was a soup to nuts job for all concerned from the ordering of the equipment, the running of cables, to the installation of controllers, terminals and printers," Dolly said.



Systems Management -- Marty Haas, seated, from left: Dennis Filidore, Terry Jones, Liz Fruscione, Joseph Passerelli, Maryann Hood, Greg Calisti, Kim Gernhardt, and Diane Zimmerman.

"A lot of learning, laughs, frustration, and headaches were shared by all, working holidays and weekends," Dolly remarked. "Thanks to Ron Fuydal, Liz Fruscione, Dennis Filidore, Greg Calisti, Joe Passerelli, Sandy Bound, Marcy McGann, Terry Jones, Diane Zimmerman, Lisa Lanning, Maryann Hood, Kim Gernhardt, Roseanna Coniglio, Joe Polizzi and the ISC staff."

Art Biggs, Manager, of Facilities Management branch of Administrative Services, and his staff coordinated the move with GSA, Louderback Movers and the telephone systems people. According to Art, "the critical people that helped to bring the building on line -- those who worked nights and weekends to ensure everyone was up and running on Monday morning -- were Dean Stout, Ron McConnell, Joe Todaro, Cindy Dekle and Carol Stephens. The work of these people is a key reason this move went as well as it did."

Because of this well-coordinated move, employees could settle into their new surroundings with little inconvenience.

Dick Stella, Manager of the Bureau of Central Services, states " . . . the move was accomplished with a minimum of problems and confusion. The workstations are adequate, bright and a welcome change for many employees."

Rosanne Fairbanks, Manager, Fiscal Operations, feels "The sense of camaraderie with the other bureaus in Administration has grown. We look forward to continued teamwork in our new home and the opportunity to see "old friends" from Quakerbridge."

And, of those old friends from the Quakerbridge complex, Technical Support, under acting Assistant Director Fred Hoffman, serves as the link between headquarters and the field facilities. "We handle about 50 calls a day from headquarters for advice about field operations," states Denise Mattei, Manager. "Now we can connect the face with the voice. We've even had headquarters people visit us on the third floor asking to meet the person or persons who have been answering their questions for years."

Some are meeting new people and liking it. Joan Kurtz of the Driver Improvement Program was "impressed by the courtesy of others" on her first day in the building. While unpacking, Cheryl Tresch of the Director's Office and Ann Marie Conroy of Revenue Administration welcomed Joan and offered her assistance if she needed it. Sandy Deon of Driver Control and Regulatory Affairs agreed that attitudes are even more positive since we moved.

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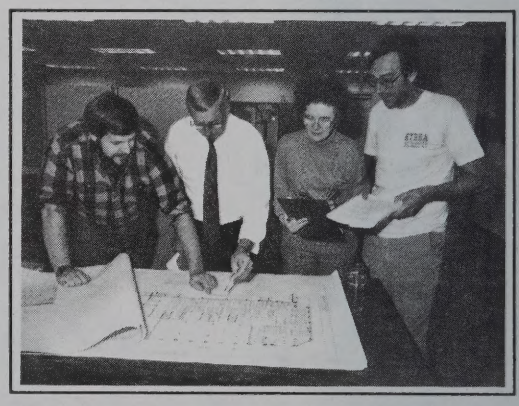

Facilities Management -- Manager Art Biggs looks over building plans with Buildings and Equipment Supervisor Dean Stout, Building Service Coordinator Carol Stephens, and Building Management Service Specialist Ron McConnell.

Credit card service available to New Jersey motorists

Public/private business partnership

Motorists can now pay motor vehicle surcharges by telephone using either their Mastercard or Visa credit cards.

Director Skip Lee explained that the new, more convenient payment option will offer drivers more flexibility in paying their surcharge bills and will generate more revenue for the state.

"It's a great example of how a public/private business partnership can work to the benefit of New Jersey taxpayers," he said.

MVS will be working with National-Card Processing Systems, Inc. of Englewood, New Jersey, to offer this credit card payment service to motorists. National-Card has complete service responsibility from the point of the motorist's phone call through the deposit of credit card payments in the state's bank accounts.

Payment information is electronically passed to the Office of Telecommunications and Information Systems (OTIS), New Jersey's data processing organization, for automatic posting to each payer's driving record.

Motorists who want to use the service can call 1-800-DMV-3132 toll-free. The number is printed on surcharge bills and inserts. Operators are available Monday to Thursday from 8 a.m. to 8 p.m.; Friday 8 a.m. to 5 p.m.; and Saturday from 8 a.m. to 12 noon. The operators answer all calls, taking the required information from the motorist to process the credit card transaction over the phone.

MVS has enlisted MasterCard International, another private sector partner, to provide marketing and analytical support for the program. MasterCard will design and produce display and insert materials in a six-month program designed to maximize the use of this service.

In addition, MVS people from Surcharge, Planning and Systems worked closely with LCS Direct Marketing Services, and the Office of Telecommunications and Information Systems (OTIS) to implement the new program.

Surcharge Manager Daria Gerard said that the new program should help reduce suspensions by offering motorists the convenience of paying for their surcharges in smaller installment payments over a longer period of time.

"The program is very progressive and offers customers the convenience they want," she said. "It even eliminates the trip to a regional service center for some motorists."

Maurice Guadagno, assistant manager of the Surcharge Unit, and someone who has also been involved with the program since it's inception, said he's received positive comments from people trying the new service during its first month.

"The reaction from those people who have tried the new service and made the transaction, has been very positive," Guadagno said. " This type of initial reaction is very encouraging to us."

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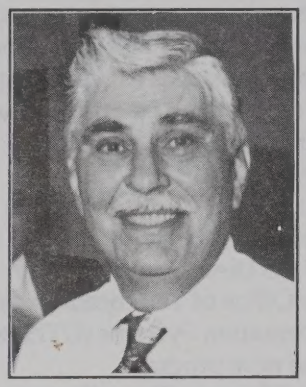
Assunta Cuadra, Nancy Brown, Cecilia Sabol, Linda Maglione and Lilah Laslo of the Transaction Auditing section of Revenue Administration feel the building is "light and airy" and "very beautiful compared with 137 East State Street."

Sal Marcello, Assistant Director of Administrative Services summed it up neatly: "It is my impression that everyone can and does feel a sense of pride in the new building. This is particularly true for our employees who, for many years, were headquartered in a building inadequate for our needs. Also, we have been able to consolidate our units in closer proximity to each other to enable a smoother work flow. And overall, I feel the new building will enhance employee pride, morale, and service at the division."

Retirees may be gone . . . but never to be forgotten, divisio

Rudolph Torlini



Rudolph L. Torlini looks back proudly at a 45-year career at Motor Vehicle Services and his close involvement with many of the division's innovations and improvements. Now he's looking forward to an equally busy retirement.

"I'm doing everything. Woodworking, cooking, trapshooting, gardening, you name it. I'm thoroughly enjoying my retirement," he said.

Torlini served continuously at MVS except for a brief 21-month tour of duty as Staff Sergeant with the U.S. Air Force during the Korean conflict in 1951-52.

Starting as a vehicle inspection mail clerk, storing and mailing license plates, he worked his way up to: Rudy Torlini, Assistant Director, Information and Systems Management.

During his career, he was personally involved with the design and production of every special or personalized license plate and placard for use by handicapped motorists.

He also played a leading role in New Jersey's evolving automobile title, registration and licensing documents.

In addition, he helped introduce staggered monthly registrations, computerized field agencies, photo driver licenses, and boat registrations and titles.

"I can't take the sole credit for these programs, because I always worked as part of a team. I always had good support people," he said.

His fondest memories are of the people he worked with over the years. "They're the people who made MVS. All projects were shared by everyone," he said.

Besides keeping active during his retirement, he stays in touch with MVS concerns. His advice is often sought on such issues as salvage and abandoned vehicles, titling and special plates.

He's a member of more than 20 organizations, including the Amateur Trapshooting Association, the National Rifle Association, Bordentown Elks and the Pan-American Sportsmen's Club.

He and his wife, Marylou, live in Hamilton Township. They have two daughters, Lisa Maria, an analyst with the Department of Labor, and Lori Anne, a bookkeeper and expeditor with Eastern High Voltage Inc. in Robbinsville.

William Henn

Although Bill Henn retired in August after 39 years at Motor Vehicle Services, he just can't stay away.

"I come back every so often to check on how the projects I worked on are progressing," he said.

The projects Henn speaks of have been prolific and important to MVS. In his career, Henn kept the division on the cutting edge of the latest advances in engineering and vehicle inspection, earning him a national reputation.

A place Henn visits frequently since retiring as administrative analyst 1 in Technical Support, is the Wayne Inspection Station where prototypes of some of his projects are in use.

One project is the "Henn pressure test." This procedure checks the evaporative control levels in passenger cars and light trucks to reduce pollution levels in the state and help bring New Jersey into compliance with federal clean air standards.

Another project Henn researched and developed is the purge test. This test detects gas vapors that escape into the atmosphere through hoses, gas caps, and other parts of the vehicle. It also pinpoints vehicle components beyond the tailpipe and catalytic converter that need repair to prevent air problems.

Henn also worked to develop a state-of-the-art conversion test for accurate brake testing. Before his advancement, test equipment was vintage 1937. Henn's prototype was used at the Wayne Inspection Station.

Henn also developed inspection testing procedures for high-rise and

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loses three employees with 96 years of MVS experience

Eleanor Pacera

Question: If you made a friend a day for everyday that you worked, how many friends would you have after 12 years? Answer: Lots!

Eleanor Pacera served Motor Vehicles 12 years to the day. When she retired on September 1, 1992, she was deluged by many hundreds of cards from friends made over the years. She was also honored by 162 coworkers who turned out to wish her well at a retirement party on October 2 at Roman Hall.

During her MVS career in the Director's Office, she served under five Directors -- Joan Wiskowski-Walker, Clifford Snedeker, Glenn Paulsen, Col. Clinton Pagano, and Skip Lee -- two Acting Directors -- Robert Kline and Christine Cox. She rose from Secretarial Assistant 3 when she joined the division on September 1, 1980, to Executive Secretarial Assistant.

Eleanor's enjoyment of life and enthusiasm for her work touched many people and reflected in the dedication she gave to her job. Looking back on her interesting career, she said:

"I treated everyone on an equally important basis with complete and total loyalty, dedication and interest. I really loved people, and that's why I enjoyed my job. I was able to talk to people from all walks of life and related to them both personally and professionally."

"I listened to each one and helped them as best I possibly could at all times, always following through to completion. My reward and satisfaction over the years were knowing I was able to help so many people."

Eleanor's fondest memories include seeing each new Director's swearing in, and working with the person afterward.

In the first few months of retirement, she found little time for leisure activities. However, she is looking forward to pursuing her favorite pastimes of gourmet cooking and gardening. "I really have no immediate plans," she said.

Regrets? "Just one," she said. "My one regret is having missed out on working in the new headquarters building."

She and her husband, Jack, live in the Mercerville/Hamilton Square area. They have two grown sons, David, an investigator with the Division of Gaming Enforcement, and Stephen, a real estate appraiser.

William Henn
(continued)

modified-for-handicapped vehicles.

As part of his continuing commitment to the division, Henn has made numerous presentations on technical aspects of engineering and vehicle inspection at national meetings of the American Association of Motor Vehicle Administrators (AAMVA). He continues to serve as a member of the AAMVA's engineering and vehicle inspection committee.

Henn is one of 10 people on an ad hoc engineering committee charged with developing uniform inspection regulations for use as a model in other states.

A 1948 graduate of Snyder High School in Jersey City, Henn attended New Jersey Institute of Technology in Newark. He joined MVS in February 1953, first as an examiner in the East Orange Inspection Station, then at stations in Newark, Secaucus, Montclair, Rutherford, Hackensack and Jersey City.

Henn's credentials also include membership in the Society of Automotive Engineers, certification as a mechanic in the National Institute of Automotive Service Excellence and certification as a radio-telephone first-class technician with the Federal Communications Commission (FCC).

In addition to helping the division in his fields of expertise, he plans to continue his hobbies of running (he competed in the Boston Marathon in 1975 and the New York City Marathon in 1978), stock car racing, and boating with his 14-foot Sunfish sailboat and 19-foot outboard.

A busy man in an even busier retirement, Henn enjoys receiving phone calls from his colleagues at MVS. "I like to help out, so I don't mind people calling me for advice," he said.

Neither rain, wind, sleet nor snow stops Holiday Party

Nor'easter hits New Jersey on Party night

The "storm of the century" wasn't enough to keep Motor Vehicle Services people away from the "party of the season."

Despite wind gusts and torrential rain, close to 300 party goers came to the MVS Holiday Party on December 11 at Roman Hall to dance, feast, share the festivities with coworkers, and have a great time.

"I think people ignored the terrible weather to come because they just wanted to have fun. There were quite a few who purchased tickets at the door to get in," said one observer.

"People had a blast. Everyone had a great time," another party goes said.

A special appearance by Santa Claus was arranged by Ed Besko, whose telephone directory somehow had a listing of Santa's North Pole FAX number.

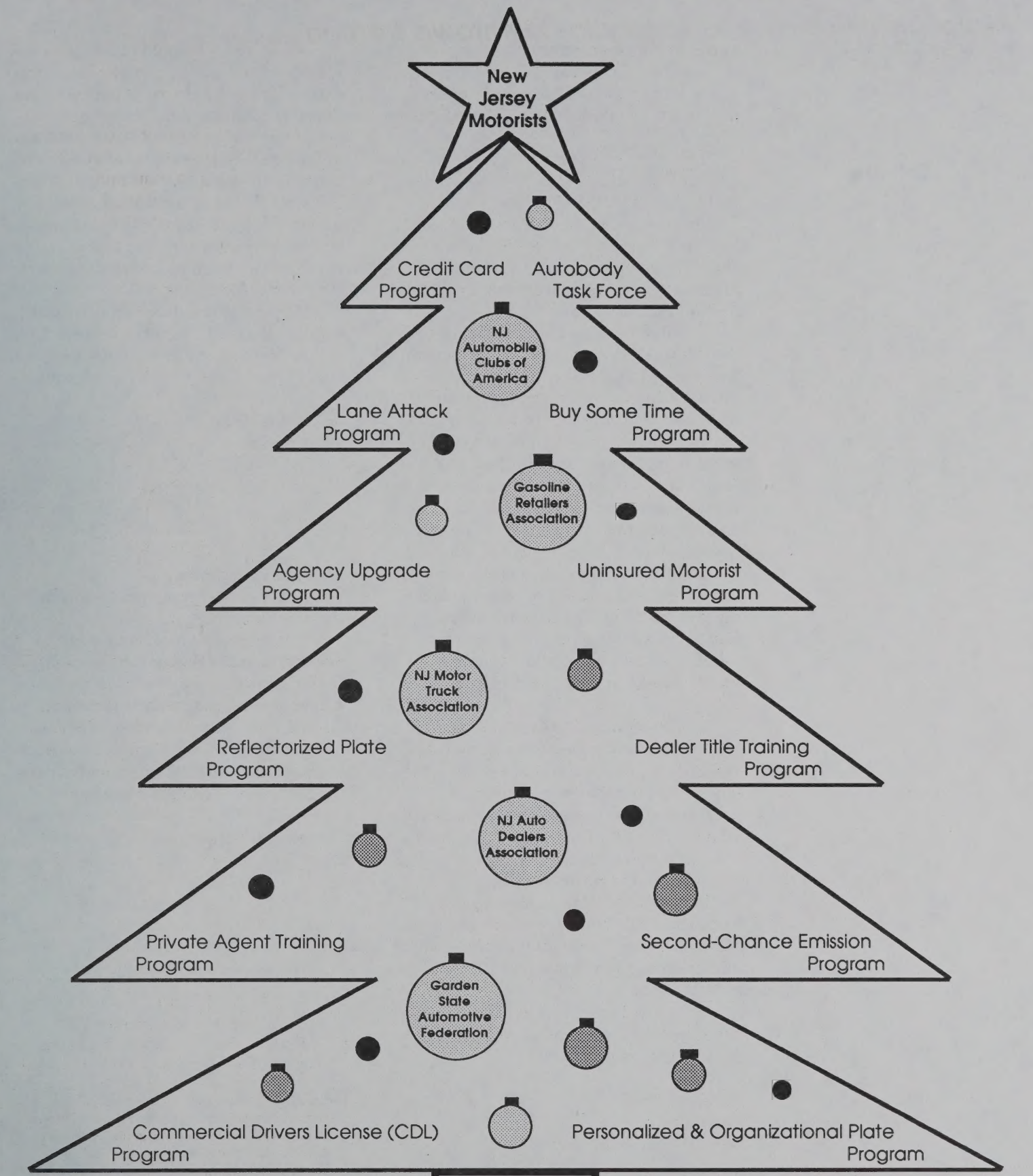
Those who wanted to dance were kept stepping by the music of DJ Jerry Sacchetti of radio station Q-102. A variety of music was enjoyed due to the many requests Jerry received.

Numerous cash prizes were awarded, with the top "door prize" of $100 won by Ann Marie Conroy, Revenue Administration.

Much of the success of the event, which lasted well past midnight, was credited with the Holiday Party Committee, comprising Cheryl Tresch of the Director's Office; Ed Besko of Employee Services; Kim Benson of the Trenton Regional Service Center; Rose Day of Personnel Management; Sue Fell of Field Operations; Mary Kline of the Director's Office; Eileen Majewski of the Chief of Staff/Legislative Liaison Office, and Maureen Sczpanski of the Press Office.

Thanks to the party, the holiday spirit is alive and well at MVS!

And for those who didn't make it . . . we'll see you next year!



Elizabeth Agency Upgrade

Eatontown Regional Service Center

MVS Stabilization

Enhanced I/M Program

Heavy Duty Emissions

Happy Holidays!! You should all take pride in the services provided to New Jersey motorists during these past two years. I thank you on behalf of all of our customers!

Letter to the Governor . . .

I would like to take this time to drop you a note and tell you about my experience at the Deptford Motor Vehicle Center yesterday.

I grew up in South Jersey and lived here until about 2 years ago. I can not say that I ever had a "good" experience at a Motor Vehicle Center. I recently moved back to New Jersey and yesterday went about changing my license, title and registration. I went in expecting a difficult time and the usual long wait.

The first person I met was Dolores at the Information desk. What a nice person! She was genuinely happy to help me and did not mind answering all the questions that I had. She gave me the forms to fill out and told me to go to line 10. When I got to line 10, I met Janet Shilling. She went out of her way to help me sort out what I needed to do. I thought it would be alot tougher, but she had such a friendly manner she put me right at ease. When Ms. Shilling was finished, she asked me to have a seat and I would be called to have my picture taken. That was when I met Gail Brockway. In almost no time, she called my name. She could not have been more pleasant or made me feel more at ease.

My driver license was ready very quickly (in itself a pleasant surprise). Ms. Shilling then took the rest of my information and, rather than my standing in another line, she passed it on to the person who handles titles/registrations. In only a few minutes my registration and title were prepared and I was on my way.

I am sure that you receive negative feedback regarding the service received at Motor Vehicles. I thought it might be a nice change to hear some positive feedback as well.

Governor Florio, I hope that you will commend these employees on a job well done. They deserve it!

Jacqueline Brush
Sewell

Words of Praise . . .

On numerous occasions I have called the Division of Motor Vehicles for various motor vehicle information. These calls are directed to one, Betty Anne Briggs, of the Abstract Unit.

At this time, I would like to say a few well-deserved words of praise about this extraordinary employee. Whenever I am in need of information, Ms. Briggs goes out of her way to helpful. That in itself is a unique quality, especially today when people are busy doing not only their job, but other duties as well. Ms. Briggs answers not only my direct questions, but also other information that I would have to get elsewhere; thus saving me time for my other duties.

Ms. Briggs' courteous and efficient conduct is a credit to not only herself, but to your department as well. It is a pleasure doing business with such a professional.

Lt. Thomas Banca
Wood-Ridge

Pleasant Experience . . .

As far as I'm concerned your campaign is working.

This morning I took my car for inspection to the Paramus inspection center. It was a very pleasant experience. All the men were most courteous and wished me a "good morning." They were businesslike, but also human. Except for the fact that I got concerned about "passing the test" it was almost enjoyable.

Theresa Van Wetering
River Edge

TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

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Employees are invited to share their stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor, West Wing, 225 E. State St.

LAPS
Department of Law and Public Safety
Division of Motor Vehicles